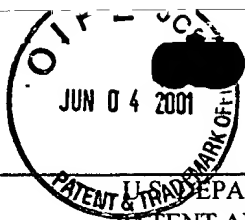


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* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)	
BQ	4,160,129	07/1999	Peyser et al.				
	4,345,315	08/1982	Cadotte et al.				
	4,817,050	03/1989	Komatsu et al.				
	4,972,504	11/1990	Daniel Jr. et al.				
	5,041,972	08/1991	Frost				
	5,075,771	12/1991	Hashimoto				
	5,228,076	07/1993	Hopner et al.				
	5,245,533	09/1993	Marshall				
	5,285,494	02/1994	Sprecher et al.				
	5,315,093	05/1994	Stewart				
	5,327,486	07/1994	Wolff et al.				
	5,369,571	11/1994	Metts				
	5,490,060	02/1996	Malec et al.				
	5,526,257	06/1996	Lerner				
	5,537,611	07/1996	Rajagopal et al.				
	5,551,025	08/1996	O'Reilly et al.				
5,563,805	10/1996	Arbuckle et al.					
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BQ	EP 0 809 387 A2	05/1997	Europe				
	WO 97/23988	07/1997	PCT				
	WO 98/19472	05/1998	PCT			Abstract	
	WO 99/01826	01/1999	PCT				
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BQ	Biggs, M., "Help for the Web enhances customer support, reduces help desk load" <i>Inforworld</i> , June 16, 1997, v. 19, no. 24, pp. 82+						
	Burch, B., "AT&T, MCI to release new management tools", <i>Network World</i> , January 17, 1994, p. 19						
	Low, C., "Integrating Communication Services", <i>IEEE Communication Magazine</i> , June 1997, pp. 164-169						
	"McAfee's New 'Self-Service' Help Desk Web Suite Makes PCs Help Desk-Ready", <i>NewsWire Association Inc.</i> , Oct. 13, 1997						
	Niemeyer, R., "Using Web Technologies in Two MLS Environments: A Security Analysis." <i>IEEE</i> , pp. 205-214, 1997						
	Porter, T., "MCI offers tracking system: Direct Dispatch lets users eye problems remotely", <i>Service News</i> , April 1994, p. 17						
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	5,699,528	12/1997	Hogan			
	5,774,660	06/1998	Brendel et al.			
	5,787,412	07/1998	Bosch et al.			
	5,790,809	08/1998	Holmes			
	5,812,533	09/1998	Cox et al.			
	5,825,769	10/1998	O'Reilly et al.			
	5,848,396	12/1998	Gerace			
	5,870,558	02/1999	Branton, Jr. et al.			
	5,877,759	03/1999	Bauer			
	5,884,032	03/1999	Bateman et al.			
	5,907,681	05/1999	Bates et al.			
	5,909,679	06/1999	Hall			
	5,909,682	06/1999	Cowan et al.			
	5,915,001	06/1999	Uppaluru			
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					YES	NO

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BQ	Shklar, L., et al., "MetaMagic: Generating Virtual Web Sites Through Data Modeling," http://www.scope.qmd.de/info/www6/posters/714/poster714.html
	Vizard, M. et al., "MCI to Pilot Convergence Billing Service", InfoWorld, v. 18, Issue 37, September 9, 1996
	Yager, T., "Mixed Messages", UNIX Review, v. 16, n. 2, p. 29, Feb. 1998
	"Carriers Improve Net Management Services", Communications Week, May 2, 1994, p. 74
	"Network management; new software platform enhances network management capabilities; MCI ServiceView offers greater cost savings, increased flexibility.", Product Announcement, Edge, October 2, 1995, on & about AT&T, v. 10, n. 375, p. 11(1)

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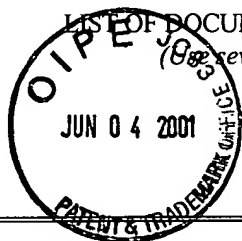
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	5,930,764	07/1999	Melchione et al.			
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	5,958,016	09/1999	Chang et al.			
	5,961,602	10/1999	Thompson et al.			
	5,963,925	10/1999	Kolling et al.			
	5,966,695	10/1999	Melchione et al.			
	5,970,467	10/1999	Alavi			
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	"New software platform enhances network management capabilities...", Business Wire, September 28, 1995 p. 9281122					
	"User's Guide: Microsoft Access", Microsoft Corporation, 1994, pp. 378,594,599, 630-632 (13)					
	Jainschigg, J., "Billing confirmed: this easy-to-use box turns guest calls into revenue." Teleconnect, vol. 12, no. 9, p. 39(4)					
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	6,023,762	02/2000	Dean et al.			
	6,031,904	02/2000	An et al.			
	6,032,132	02/2000	Nelson			RECEIVED
	6,032,184	02/2000	Cogger et al.			JUN 6 2001
	6,041,325	03/2000	Shah et al.			
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	6,049,602	04/2000	Foladare et al.			Technology Center 2100
	6,049,789	04/2000	Smorodinsky			
	6,058,381	05/2000	Nelson			
	6,064,667	05/2000	Gisby et al.			
	6,065,059	05/2000	Shieh et al.			
	6,073,105	06/2000	Sutcliffe et al.			
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	6,085,171	07/2000	Leonard			

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						YES	NO

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	6,115,040	09/2000	Bladow et al.			
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	6,131,095	10/2000	Low et al.			
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	6,212,506	04/2001	Shah et al.			

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